

STATE PLAN UNDER TITLE XIX OF THE SOCIAL SECURITY ACT

4-E North Dakota

Attachment 7.2B

METHODS OF ADMINISTRATION - CIVIL RIGHTS

A. Section 504 Complaint Policies and Procedures

There are two procedures utilized for filing a complaint with the Civil Rights Office of the Social Service Board of North Dakota under Section 504. One procedure is for utilization by employees and the other procedure is for utilization by applicants and clients of services. A complaint is to be filed no more than 180 days from the alleged incident with the Civil Rights Office of the Social Service Board of North Dakota. That 180-day period can be extended if it is determined that compliance under this provision is furthered by such an extension. The complaint procedure contains specific protection from intimidation, threats, and coercion because a complaint has been filed or an individual has participated in or assisted in the investigation. If the determination of the Civil Rights Office and any subsequent conciliation agreement between the parties is not mutually accepted, the chief administrator of the agency is notified for action. Investigation with regard to any complaint received is to be completed within a specific number of working days after receipt of such complaint. All parties are to be notified of the existence of a complaint and the finding with regards to an investigation. The right to appeal is outlined to each participant in the procedure. The official record for all complaints and investigatory materials resides with the Civil Rights Office of the Social Service Board of North Dakota.

- B. The Social Service Board of North Dakota has through formal Board action adopted a nondiscrimination policy. This policy has been disseminated through the utilization of posters, news releases, brochure inserts, and publication of agency policies and procedures.
- C. The Social Service Board has through adoption of specialized procedures attempted to assure that no handicapped person is discriminated against in employment on the basis of handicap. This includes selection, work assignments, training, and fringe benefits, among other things.
- D. The agency has assured through a nondiscriminatory selection process that handicapped persons may serve on any planning, policy, or advisory boards.
- E. The agency, through self-evaluation of each of its facilities and self-examination of the facilities of its subgrantees and vendors in accordance with ANSI standards, has assured that handicapped persons will not be denied benefits or the chance to participate because of inaccessible facilities. In those situations where accessibility is not currently in existence, specific written plans have been developed for making the facility useable by handicapped individuals or providing alternative methods of service delivery. Development of these plans are the responsibility of each facility administrator. The Civil Rights Office of the Social Service Board will monitor a selected number of these facilities through on-site visits.

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- A. The Social Service Board, through self-evaluation of its policies and procedures, has determined that there is no agency-wide programmatic discrimination against persons on the basis of handicap. It has chosen to take a positive approach to prevent any future potential discrimination through training and awareness.
- G. The agency is in the process of formulating and developing a Management Information System of Medical Services. This information system will include data with regard to a client's handicap. This data is expected to be available by December 1978.

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